

Position Title:	Business Development Coordinator Housing – part time
Division:	Engagement
Reporting To:	Head of Advocacy and Communications
Direct Reports:	Nil

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, SE QLD and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The Housing team focusses on matching people with disability who looking for long-term housing. The Business Development function sits within the Engagement Division (which includes Sales).

The team engages with customers and key stakeholders, including SDA providers, by providing general education about Northcott services and housing options, responding to enquiries and supporting customers through the Northcott engagement process ensuring they receive all the relevant services they need to live the life they choose.

KEY OBJECTIVE OF THE POSITION:

A Business Development Coordinator is Northcott's brand ambassador. It is focused on understanding the role of referrers as agents/channels to potential housing customers so they can confidently match them to Northcott supports and services.

The role proactively pursues new business and sales opportunities by building and maintaining stakeholder relationships. They are guided by enquiry targets and work to meet and exceed these targets by working in a collaborative team environment.

A Business Development Coordinator is customer focused and work with referrers and their clients, people with disability and their families and operational business units to solve problems for customers and potential customers by teeing them up with housing vacancies.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Confident presenter
- Persuasive and ability to nurture and maintain long-term relationships with colleagues, operations teams and external referrers
- Some knowledge of the NDIS and how funding for housing works
- Self-starter and resilience
- Strongly motivated to support people with disability and find good quality housing to support their needs
- Driver's license
- Excellent verbal and written communication skills
- High-level proficiency with computer literacy skills
- Well-organized and responsible with an aptitude in problem-solving
- Capacity to work independently, but also a team player with a high level of dedication, passion and drive
- Competitive spirit
- Professionalism.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Proven experience in sales; experience as a business development coordinator or in other related administrative positions would be an advantage
- Qualifications and/or certification in sales or marketing will be an asset

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

(List key competencies for the role under each heading. You may also add others where required)

Customer Focus / External Contact

- Develop and maintain strong customer focused relationships.
- Maintain a sound understanding of the NDIS as it related to housing, and the changes and challenges potentially faced by participants, their families, referrers and other stakeholders and their clients.
- Present both Northcott and NDIS information to participants, their families, referrers and other stakeholders in an effort to promote vacancies in Northcott's houses.

Relationship Building

- Foster strong relationships with referrers and develop relationships with local Housing team and operational teams.
- Engage collaboratively with the Enquiries, Customer Partners and Sales teams.
- Engage collaboratively with the Marketing, Business Analysis and Operations teams
- Foster strong relationships with potential referred customers and their families

Problem Solving

- Maintain high-level analytical and problem solving skills, with the ability to develop sound solutions to complex issues, whilst maintaining a customer focus.
- Identify and report on market needs, as requested.

Financial Impact

- Work collaboratively with all stakeholders to ensure referred participants have correct understanding and prospect for the correct funding in their NDIS packages prior to becoming a potential Northcott housing customer
- Track progress and results with referrers to ensure that KPIs are being met.

Time Impact

- Plan and monitor engagement activities to ensure that contact and interaction with enquiries and referrers is appropriate for the level of business and numbers of customers likely to be referred
- Highlight any risks to direct Manager in a timely manner
- Provide relevant data and input into business systems and reports

DUTIES

Position Description

1. Develop and maintain relationships with referrers to direct potential customers to Northcott for Housing vacancies in the designated areas
2. Develop a referrer strategy to support the Northcott Housing Strategy, in consultation with the Head of Advocacy and Communications
3. Engage in sales activities to generate leads, in accordance with the Northcott Housing Strategy
4. Present to referrers on Northcott housing options
5. Liaise with local service coordinators and managers working with sales coordinator colleagues around potential housing customers
6. Promoting and representing Northcott as a housing provider in the assigned areas
7. Attending referrer industry/group meetings
8. Maintaining lead and other information in CRM (Salesforce)
9. Provide on-the-ground intelligence and insights into the state of the market
10. Meet or exceed KPIs/goals in accordance with the Northcott Housing Strategy
11. Coordinate sales efforts with agreed marketing programs that are in alignment with the Northcott Housing Strategy.
12. Respond to enquiries and leads in a timely manner
13. Plan, coordinate and attend relevant expos in line with Northcott's Housing Strategy.
14. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
15. Be aware of, and sensitive to, the needs of customers from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
16. Work within the framework of the NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, NDIS Act 2013, NDIS Operational Guidelines and other relevant legislation.
17. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.